



Town of Herndon, Virginia Department of Public Works Building Inspection Section Complaint Process



The purpose of this page is to inform the residents of the Town of Herndon of the required process the Building Inspection section must follow when investigating a complaint of trash, tall grass, new construction, and construction without a permit.

- 1) To file a complaint with the Town of Herndon regarding tall grass, new construction, construction without a permit, property maintenance, and trash please fill out the complaint form and return it to the Town via e-mail (buildinginspections@herndon-va.gov), fax (703) 318-8492, or deliver to 777 Lynn Street, 2nd Floor.
- 2) Once a complaint is received by the Department's administrative staff it is forwarded to the appropriate inspector.
- 3) The inspector will go to the property that is in question and investigate the received complaint.
- 4) If a violation is noted the inspector will either leave a door hanger, issue a Notice of Violation, or contact the owner personally.
- 5) The property owner is given time to correct the violation as specified in Town and State Code... for example 10 days for trash and grass, per Town Code.
- 6) If the property owner does not correct the violation within the specified time frame the violation is then forwarded to the Town Attorney's office for legal action. (This does not include trash and grass violations)
- 7) Trash and grass violations that have not been corrected by the owner are subject to correction by the Town at the owner's expense.

Note: As the complainant you have the right to remain anonymous, however, if you would like the inspector to contact you, you will need to leave your name and phone number. Rest assured that any information obtained by us is confidential.



Violation Complaint Form

Town of Herndon – Building Inspections

777 Lynn Street 2nd Floor, Herndon, VA 20170

Telephone (703) 435-6850 Fax (703) 318-8492

E-Mail: buildinginspections@herndon-va.gov



Property address: _____ **Apt./Suite#** _____

Owner name and address: _____

☐ **Vacant**

☐ **Owner Occupied**

☐ **Rental Unit**

Date/Time violation was observed: ____/____/____ (a.m.) (p.m.)

Type of suspected violation: _____

Complainant: _____

Address: _____

Telephone: (____) _____ **Date:** _____

* Please provide your name, telephone number and address when reporting a violation. This is particularly important if the need arises for additional information and allows the Town staff to contact you regarding the status of the investigation. The Town of Herndon maintains confidentiality of the complainant's identity, within the laws mandated by the Commonwealth of Virginia.

Town Use Only

Complaint Received By: _____ **Date:** _____

Inspector Assigned: _____ **Date:** _____

Case #: _____ - _____